Improving Business Processes for More Effective TSMO

Business Process Mapping Exercise – May 8, 2018

Iowa DOT: Transferring Best Practices from Field Operations to Central Design for Improved Communication of Work Zone Changes

Scenario #: ____

Scenario Description:

Instructions:
Using the large flip chart paper, create a process map for communicating the work zone change to Central Design, and any additional actions to improve future contract documents.

• List responsible parties and define acronyms
• Identify key inputs, outputs, decision points, and responsibilities

During process mapping, consider the following:
• How will the WZ field change be documented? By whom? In what way?
• How will the WZ field change be communicated to Central Design? By whom?
• How will Central Design evaluate the change and consider future design modifications?
• What actions will Central Design or other entities take to modify future designs?
• How will the resulting action or inaction be communicated back to WZ field staff?
• Are regular interactions needed to share issues, best practices, and typical field changes?